

Enterprise Incident Report January 2013

As of 2/1/2013

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Public Safety	Application Services	Chad Fowers	0 0	1 0	0 0	1 0
		Danielle Hood	0 0	6 0	0 0	6 0
		Dustin Crump	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	7 7	2 2	9 9
		Assigned to Individual Total	0 0	17 7	2 2	19 9
	Campus Networking	Tim King	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Joshua Furgason	1 1	2 2	0 0	3 3
		Paul Ross	0 0	2 1	0 0	2 1
		Tom Hanson	0 0	23 23	0 0	23 23
		Assigned to Individual Total	1 1	27 26	0 0	28 27

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Capitol Hosting	Jake Vandenberghe	0 0	1 0	1 0	2 0
		Joe Benson	1 0	0 0	0 0	1 0
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Mycah Mattox	1 0	0 0	1 0	2 0
		Patrick Funk	1 0	1 0	0 0	2 0
		Assigned to Individual Total	4 0	2 0	2 0	8 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Garry Gregson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Help Desk	Brenda Treadway	1 1	3 3	0 0	4 4
		Eileen Dubach	0 0	4 4	0 0	4 4
		Gerard Russell	0 0	2 1	0 0	2 1
		James Stearns	0 0	4 4	0 0	4 4
		Julie VanBeekum	0 0	7 7	0 0	7 7

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			High	Low	Medium	FCR Total
Public Safety	Help Desk	Vicky Marrelli	0	8	0	8
			0	8	0	8
		Assigned to Individual Total	1	28	0	29
			1	27	0	28
	Metro A Help Desk	Liz Evans	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Metro C Help Desk	Bill Hall	0	102	0	102
			0	56	0	56
		Cindy Romrell	0	150	0	150
			0	149	0	149
		Assigned to Individual Total	0	252	0	252
			0	205	0	205
	Metro C Hosting	Caleb Pryor	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	0	1	1
			0	0	0	0
	Metro C West Desktop Support	Brian Bobo	0	2	0	2
			0	2	0	2
		Jared B Jensen	0	11	0	11
			0	10	0	10
		Tyson Wall	0	16	0	16
			0	16	0	16
		Assigned to Individual Total	0	29	0	29
			0	28	0	28
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	0	0	0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	4	0	4
			0	3	0	3
	Rural North Desktop Support	Kim Ratushniak	0	1	0	1
			0	1	0	1
		Ryan Casey	0	1	0	1
			0	1	0	1
		Wayne Higgs	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	2	0	2
	Rural South Desktop Support	Joel Finlinson	0	3	0	3
			0	3	0	3
		Silas Aitchison	0	2	0	2
			0	1	0	1
	Strategic Communications	Assigned to Individual Total	0	5	0	5
			0	4	0	4
		Dennis Rogers	0	6	0	6
			0	0	0	0
	Technical Lead/Project Manager	Luis Larios	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0
		Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Voice Operations	Julie Sabato	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 0	4 3	0 0	5 3
		Assigned to Individual Total	1 0	5 3	0 0	6 3
	Wireless Services	Trevor Pollock	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		7 2	388 308	5 2	400 312
	Customer Company Total			7 2	388 308	5 2

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Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Public Safety	Application Services	Chad Fowers	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	6 3	0 0	6 3
		Dustin Crump	0 0	3 1	0 0	3 1
		Martin Gonzalez	0 0	7 1	2 0	9 1
		Assigned to Individual Total	0 0	17 6	2 0	19 6
	Campus Networking	Tim King	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Joshua Furgason	1 0	2 0	0 0	3 0
		Paul Ross	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	23 0	0 0	23 0
		Assigned to Individual Total	1 0	27 0	0 0	28 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Capitol Hosting	Jake Vandenberghe	0 0	1 0	1 0	2 0
		Joe Benson	1 0	0 0	0 0	1 0
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Mycah Mattox	1 0	0 0	1 1	2 1
		Patrick Funk	1 0	1 0	0 0	2 0
		Assigned to Individual Total	4 0	2 0	2 1	8 1
	Enterprise Security	Bart Grant	0 0	1 1	0 0	1 1
		Garry Gregson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Help Desk	Brenda Treadway	1 0	3 0	0 0	4 0
		Eileen Dubach	0 0	4 1	0 0	4 1
		Gerard Russell	0 0	2 0	0 0	2 0
		James Stearns	0 0	4 1	0 0	4 1
		Julie VanBeekum	0 0	7 0	0 0	7 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Help Desk	Vicky Marrelli	0 0	8 0	0 0	8 0
		Assigned to Individual Total	1 0	28 2	0 0	29 2
	Metro A Help Desk	Liz Evans	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Bill Hall	0 0	102 2	0 0	102 2
		Cindy Romrell	0 0	150 1	0 0	150 1
		Assigned to Individual Total	0 0	252 3	0 0	252 3
	Metro C Hosting	Caleb Pryor	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro C West Desktop Support	Brian Bobo	0 0	2 0	0 0	2 0
		Jared B Jensen	0 0	11 0	0 0	11 0
		Tyson Wall	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	29 0	0 0	29 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Rural North Desktop Support	Kim Ratushniak	0	1	0	1
			0	0	0	0
		Ryan Casey	0	1	0	1
			0	0	0	0
	Wayne Higgs		0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Rural South Desktop Support	Joel Finlinson	0	3	0	3
			0	0	0	0
		Silas Aitchison	0	2	0	2
			0	0	0	0
	Strategic Communications	Assigned to Individual Total	0	5	0	5
			0	0	0	0
		Dennis Rogers	0	6	0	6
			0	0	0	0
	Luis Larios		0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1

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			High	Low	Medium	MIR Total
Public Safety	Voice Operations	Julie Sabato	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 0	4 0	0 0	5 0
		Assigned to Individual Total	1 0	5 0	0 0	6 0
	Wireless Services	Trevor Pollock	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		7 0	388 13	5 1	400 14
	Customer Company Total			7 0	388 13	5 1

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Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Public Safety	Application Services	Chad Fowers	0 0.00	1 1.33	0 0.00	1 1.33
		Danielle Hood	0 0.00	6 8.02	0 0.00	6 8.02
		Dustin Crump	0 0.00	3 2.35	0 0.00	3 2.35
		Martin Gonzalez	0 0.00	7 10.11	2 0.00	9 7.86
		Assigned to Individual Total	0 0.00	17 7.48	2 0.00	19 6.70
	Campus Networking	Tim King	0 0.00	1 0.66	0 0.00	1 0.66
		Assigned to Individual Total	0 0.00	1 0.66	0 0.00	1 0.66
	Capitol Desktop Support	Joshua Furgason	1 0.00	2 0.00	0 0.00	3 0.00
		Paul Ross	0 0.00	2 0.33	0 0.00	2 0.33
		Tom Hanson	0 0.00	23 0.07	0 0.00	23 0.07

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Capitol Desktop Support	Assigned to Individual Total	1 0.00	27 0.08	0 0.00	28 0.08
	Capitol Hosting	Jake Vandenberghe	0 0.00	1 0.68	1 0.39	2 0.53
		Joe Benson	1 0.10	0 0.00	0 0.00	1 0.10
		Mike Tyrrell	1 0.27	0 0.00	0 0.00	1 0.27
		Mycah Mattox	1 0.22	0 0.00	1 1.49	2 0.85
		Patrick Funk	1 0.09	1 0.00	0 0.00	2 0.05
		Assigned to Individual Total	4 0.17	2 0.34	2 0.94	8 0.40
	Enterprise Security	Bart Grant	0 0.00	1 4.08	0 0.00	1 4.08
		Garry Gregson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 2.04	0 0.00	2 2.04
	Help Desk	Brenda Treadway	1 0.00	3 0.06	0 0.00	4 0.04
		Eileen Dubach	0 0.00	4 34.82	0 0.00	4 34.82
		Gerard Russell	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	4 6.76	0 0.00	4 6.76

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			High	Low	Medium	ATTIR Total
Public Safety	Help Desk	Julie VanBeekum	0 0.00	7 0.04	0 0.00	7 0.04
		Vicky Marrelli	0 0.00	8 0.16	0 0.00	8 0.16
		Assigned to Individual Total	1 0.00	28 6.00	0 0.00	29 5.80
	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Bill Hall	0 0.00	102 0.06	0 0.00	102 0.06
		Cindy Romrell	0 0.00	150 0.01	0 0.00	150 0.01
		Assigned to Individual Total	0 0.00	252 0.03	0 0.00	252 0.03
	Metro C Hosting	Caleb Pryor	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Metro C West Desktop Support	Brian Bobo	0 0.00	2 0.24	0 0.00	2 0.24
		Jared B Jensen	0 0.00	11 0.03	0 0.00	11 0.03
		Tyson Wall	0 0.00	16 0.00	0 0.00	16 0.00
		Assigned to Individual Total	0 0.00	29 0.03	0 0.00	29 0.03

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			High	Low	Medium	ATTIR Total
Public Safety	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Barfuss	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.33	0 0.00	1 0.33
		Ryan Casey	0 0.00	1 0.00	0 0.00	1 0.00
		Wayne Higgs	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	5 0.07	0 0.00	5 0.07
	Rural South Desktop Support	Joel Finlinson	0 0.00	3 0.00	0 0.00	3 0.00
		Silas Aitchison	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Strategic Communications	Dennis Rogers	0 0.00	6 0.20	0 0.00	6 0.20
		Luis Larios	0 0.00	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total	0 0.00	8 0.21	0 0.00	8 0.21
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 20.26	0 0.00	1 20.26

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			High	Low	Medium	ATTIR Total
Public Safety	Technical Lead/Project Manager	Assigned to Individual Total	0 0.00	1 20.26	0 0.00	1 20.26
	Voice Operations	Julie Sabato	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	1 0.00	4 0.17	0 0.00	5 0.14
		Assigned to Individual Total	1 0.00	5 0.14	0 0.00	6 0.11
	Wireless Services	Trevor Pollock	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Assigned Group Total		7 0.10	388 0.86	5 0.37	400 0.84
Customer Company Total			7 0.10	388 0.86	5 0.37	400 0.84

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Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Public Safety	Application Services	Chad Fowers	0 0	1 1	0 0	1 1
		Danielle Hood	0 0	6 3	0 0	6 3
		Dustin Crump	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	7 4	2 1	9 5
		Assigned to Individual Total	0 0	17 8	2 1	19 9
	Campus Networking	Tim King	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Desktop Support	Joshua Furgason	1 0	2 0	0 0	3 0
		Paul Ross	0 0	2 0	0 0	2 0
		Tom Hanson	0 0	23 0	0 0	23 0
		Assigned to Individual Total	1 0	27 0	0 0	28 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Capitol Hosting	Jake Vandenberghe	0 0	1 0	1 0	2 0
		Joe Benson	1 0	0 0	0 0	1 0
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Mycah Mattox	1 0	0 0	1 0	2 0
		Patrick Funk	1 0	1 0	0 0	2 0
		Assigned to Individual Total	4 0	2 0	2 0	8 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Garry Gregson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Help Desk	Brenda Treadway	1 0	3 0	0 0	4 0
		Eileen Dubach	0 0	4 2	0 0	4 2
		Gerard Russell	0 0	2 0	0 0	2 0
		James Stearns	0 0	4 1	0 0	4 1
		Julie VanBeekum	0 0	7 0	0 0	7 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Help Desk	Vicky Marrelli	0	8	0	8
			0	0	0	0
		Assigned to Individual Total	1	28	0	29
			0	3	0	3
	Metro A Help Desk	Liz Evans	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Metro C Help Desk	Bill Hall	0	102	0	102
			0	1	0	1
		Cindy Romrell	0	150	0	150
			0	2	0	2
		Assigned to Individual Total	0	252	0	252
			0	3	0	3
	Metro C Hosting	Caleb Pryor	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	0	1	1
			0	0	0	0
	Metro C West Desktop Support	Brian Bobo	0	2	0	2
			0	0	0	0
		Jared B Jensen	0	11	0	11
			0	1	0	1
		Tyson Wall	0	16	0	16
			0	0	0	0
		Assigned to Individual Total	0	29	0	29
			0	1	0	1
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MR Total
Public Safety	Rural Central Desktop Support	Jay Barfuss	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Rural North Desktop Support	Kim Ratushniak	0	1	0	1
			0	0	0	0
		Ryan Casey	0	1	0	1
			0	0	0	0
	Rural North Desktop Support	Wayne Higgs	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Rural South Desktop Support	Joel Finlinson	0	3	0	3
			0	0	0	0
		Silas Aitchison	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Strategic Communications	Dennis Rogers	0	6	0	6
			0	2	0	2
		Luis Larios	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	2	0	2
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1

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			High	Low	Medium	MR Total
Public Safety	Voice Operations	Julie Sabato	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	1 0	4 0	0 0	5 0
		Assigned to Individual Total	1 0	5 0	0 0	6 0
	Wireless Services	Trevor Pollock	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		7 0	388 18	5 1	400 19
	Customer Company Total			7 0	388 18	5 1

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Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Public Safety	Application Services	Chad Fowers	0 0.00	1 9.51	0 0.00	1 9.51
		Danielle Hood	0 0.00	6 18.92	0 0.00	6 18.92
		Dustin Crump	0 0.00	3 2.36	0 0.00	3 2.36
		Martin Gonzalez	0 0.00	7 82.25	2 32.45	9 71.18
		Assigned to Individual Total	0 0.00	17 41.52	2 32.45	19 40.57
	Campus Networking	Tim King	0 0.00	1 5.57	0 0.00	1 5.57
		Assigned to Individual Total	0 0.00	1 5.57	0 0.00	1 5.57
	Capitol Desktop Support	Joshua Furgason	1 0.00	2 0.14	0 0.00	3 0.10
		Paul Ross	0 0.00	2 0.85	0 0.00	2 0.85
		Tom Hanson	0 0.00	23 1.02	0 0.00	23 1.02

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			High	Low	Medium	ATTR Total
Public Safety	Capitol Desktop Support	Assigned to Individual Total	1 0.00	27 0.94	0 0.00	28 0.91
	Capitol Hosting	Jake Vandenberghe	0 0.00	1 5.85	1 0.39	2 3.12
		Joe Benson	1 0.29	0 0.00	0 0.00	1 0.29
		Mike Tyrrell	1 0.37	0 0.00	0 0.00	1 0.37
		Mycah Mattox	1 0.44	0 0.00	1 1.49	2 0.96
		Patrick Funk	1 0.26	1 0.00	0 0.00	2 0.13
		Assigned to Individual Total	4 0.34	2 2.93	2 0.94	8 1.14
	Enterprise Security	Bart Grant	0 0.00	1 4.20	0 0.00	1 4.20
		Garry Gregson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 2.10	0 0.00	2 2.10
	Help Desk	Brenda Treadway	1 0.00	3 0.06	0 0.00	4 0.04
		Eileen Dubach	0 0.00	4 81.48	0 0.00	4 81.48
		Gerard Russell	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	4 33.76	0 0.00	4 33.76

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Help Desk	Julie VanBeekum	0 0.00	7 0.27	0 0.00	7 0.27
		Vicky Marrelli	0 0.00	8 0.35	0 0.00	8 0.35
		Assigned to Individual Total	1 0.00	28 16.64	0 0.00	29 16.06
	Metro A Help Desk	Liz Evans	0 0.00	1 0.70	0 0.00	1 0.70
		Assigned to Individual Total	0 0.00	1 0.70	0 0.00	1 0.70
	Metro C Help Desk	Bill Hall	0 0.00	102 0.62	0 0.00	102 0.62
		Cindy Romrell	0 0.00	150 1.59	0 0.00	150 1.59
		Assigned to Individual Total	0 0.00	252 1.20	0 0.00	252 1.20
	Metro C Hosting	Caleb Pryor	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Metro C West Desktop Support	Brian Bobo	0 0.00	2 0.27	0 0.00	2 0.27
		Jared B Jensen	0 0.00	11 0.74	0 0.00	11 0.74
		Tyson Wall	0 0.00	16 0.12	0 0.00	16 0.12
		Assigned to Individual Total	0 0.00	29 0.37	0 0.00	29 0.37

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Barfuss	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Rural North Desktop Support	Kim Ratushniak	0 0.00	1 0.40	0 0.00	1 0.40
		Ryan Casey	0 0.00	1 0.00	0 0.00	1 0.00
		Wayne Higgs	0 0.00	3 0.27	0 0.00	3 0.27
		Assigned to Individual Total	0 0.00	5 0.24	0 0.00	5 0.24
	Rural South Desktop Support	Joel Finlinson	0 0.00	3 0.00	0 0.00	3 0.00
		Silas Aitchison	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Strategic Communications	Dennis Rogers	0 0.00	6 4.94	0 0.00	6 4.94
		Luis Larios	0 0.00	2 1.21	0 0.00	2 1.21
		Assigned to Individual Total	0 0.00	8 4.01	0 0.00	8 4.01
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 20.26	0 0.00	1 20.26

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Technical Lead/Project Manager	Assigned to Individual Total	0 0.00	1 20.26	0 0.00	1 20.26
	Voice Operations	Julie Sabato	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	1	4 0.35	0 0.00	5 0.35
		Assigned to Individual Total	1	5 0.28	0 0.00	6 0.28
	Wireless Services	Trevor Pollock	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Assigned Group Total		7 0.23	388 4.11	5 13.36	400 4.16
Customer Company Total			7 0.23	388 4.11	5 13.36	400 4.16

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Detail

INC000000605370	Rey Thompson	Application	None	Postini		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Public Safety	Medium	Closed	TTR Missed: No	0.08
INC000000605370	Rey Thompson	Application	None	Postini		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Public Safety	Medium	Closed	TTR Missed: Yes	64.82
INC000000609732	Mark Thompson	Application	None	Gmail		TIR Missed: No	0.45
	Application Services	Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: Yes	226.27
INC000000610253	Bambi Baie	Application	None	Postini		TIR Missed: Yes	20.26
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: Yes	20.26
INC000000610356	Jarod Babcock	Application	None	Gmail		TIR Missed: No	0.52
	Application Services	Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: No	0.56
INC000000614865	Nancy Sanchez	Application	None	Gmail		TIR Missed: No	0.22
	Application Services	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: Yes	218.08
INC000000614891	Justin Cloward	Application	None	Gmail		TIR Missed: No	0.02
	Help Desk	Eileen Dubach	Public Safety	Low	Closed	TTR Missed: Yes	186.27
INC000000616632	Robb Telford	Application	Error	Gmail		TIR Missed: No	0.02
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: Yes	181.97
INC000000617918	Nolan Mitchell	Application	None	Gmail		TIR Missed: Yes	138.29
	Help Desk	Eileen Dubach	Public Safety	Low	Closed	TTR Missed: Yes	138.43
INC000000626445	Robert Anderson	Application	Error	Gmail		TIR Missed: No	0.91
	Application Services	Dustin Crump	Public Safety	Low	Resolved	TTR Missed: No	0.91
INC000000626791	Jacob Dunn	Application	None	Gmail		TIR Missed: Yes	26.89
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: Yes	134.89
INC000000629229	Jack Lewis	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: Yes	55.16
INC000000629310	Kathy Whicker	None	None	None		TIR Missed: Yes	26.49
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: Yes	83.82
INC000000630295	Brian Davis	Application	Error	Gmail		TIR Missed: Yes	68.69
	Application Services	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: Yes	68.76
INC000000630397	Karlene Butler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Closed	TTR Missed: No	0.16
INC000000630508	William Weaver	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000630541	Vivian Scott	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630545	Liz Powell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630554	Bo Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630570	Jennifer Yates	None	None	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630636	Hanna Bennett	None	None	None	TIR Missed: No	0.16
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Closed	TTR Missed: Yes	6.37
INC000000630637	Mark Romrell	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630686	John Gerlits	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630688	Vivian Scott	Application	Password	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.17
INC000000630756	Ryan Van Fleet	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Public Safety	Low Closed	TTR Missed: Yes	60.64
INC000000630762	Marge Dalton	Telecom	None	None	TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	High Closed	TTR Missed: No	
INC000000630800	Katharine Reiter	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630809	Marianne Bauman	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630843	Diane Norton	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630852	Ted Woolley	Application	Error	ZENworks for Desktops	TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	2.30
INC000000630864	Nancy Hess	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630868	Janell Laursen	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000630879	Rey Thompson	Application	Error	Gmail	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	High Closed	TTR Missed: No	0.00

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INC000000630892	Ken Barton	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000630990	Lisa Nielsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631046	Lynda Bishop	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.28
INC000000631055	Charlene Richards	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631095	David Tracy	Network	Performance	None		TIR Missed: No	0.13
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.30
INC000000631148	Margaret Kettle	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631190	William Weaver	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631212	Ted Woolley	Application	Error	ZENworks for Desktops		TIR Missed: Yes	1.33
	Application Services	Chad Fowers	Public Safety	Low	Closed	TTR Missed: Yes	9.51
INC000000631251	Matt Spillman	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.02
INC000000631268	Elsie Langi	Server	None	None		TIR Missed: No	0.00
	Capitol Hosting	Patrick Funk	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631278	Lee Perry	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631293	Karen Burns	None	None	None		TIR Missed: No	0.00
	Wireless Services	Trevor Pollock	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631324	Jennifer Yates	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631325	Julie Gomez	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631347	Britani Flores	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631377	Benjamin Nix	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631383	Paige Kirby	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000631394	Ashley Nicholas	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631413	Trisha Solvason	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.02
INC000000631418	Jacob Jackson	None	None	None		TIR Missed: No	1.00
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: No	3.41
INC000000631436	David Pearson	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.29
INC000000631440	Bryan Adams	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631444	Chris Barber	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631448	Michelle Hunt	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	1.87
INC000000631451	Ashley Nicholas	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631454	Della Miller	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000631463	Colleen Strong	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11
INC000000631466	Brent Wagstaff	Telecom	Voice Mail	Telephone		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.51
INC000000631506	Steve Gamvroulas	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	
INC000000631539	Chris Fielding	None	None	Postini		TIR Missed: Yes	15.81
	Application Services	Danielle Hood	Public Safety	Low	Closed	TTR Missed: Yes	15.93
INC000000631577	Jason Christenson	Application	Error	M86		TIR Missed: Yes	4.08
	Enterprise Security	Bart Grant	Public Safety	Low	Closed	TTR Missed: No	4.20
INC000000631673	Judy Harvey	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.49
INC000000631683	Matthew Beaudry	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.94
INC000000631684	Judy Ainsworth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.91

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INC000000631718	Ashley Nicholas	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631745	Spencer Johnston	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.13
INC000000631772	Frank Parker	EIS Hardware	Printer	None		TIR Missed: No	0.17
	Strategic Communications	Luis Larios	Public Safety	Low	Closed	TTR Missed: No	2.15
INC000000631836	Eric Martineau	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.19
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.69
INC000000631838	Eric Martineau	Application	Password	Remedy Service Request Mana		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000631850	Pilar Shortsleeve	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631858	Lane Foster	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.07
INC000000631862	Alan Leidig	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000631910	Dana Kramer	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000631919	Keith Squires	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631989	Ken Barton	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000631993	Brian Koch	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000632002	Tim Kincaid	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.11
INC000000632013	Justin Garner	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000632058	Beth Poulsen	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.23
INC000000632070	Carrie Silcox	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000632072	Tony Wilde	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.22

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INC000000632233	Valerie Garrett	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632329	Pam Olsen	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632356	Rey Thompson	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Public Safety	High Closed	TTR Missed: No	0.00
INC000000632375	Joyce Dransfield	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.02
INC000000632483	Adam Gibbs	None	None	None	TIR Missed: No	0.00
	Help Desk	Gerard Russell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632517	Neil Green	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.49
INC000000632576	Carla Ivie	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632588	Pam Olsen	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632594	Carla Ivie	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632624	Tara Behunin	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	0.46
INC000000632683	Pam Olsen	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.30
INC000000632751	Charles Collett	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632789	Jim Matthies	Application	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632858	Tanya Smilyanich	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	2.73
INC000000632903	Marilyn Watson	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000632921	Jacob Jackson	Application	Error	Utah Master Directory	TIR Missed: No	0.09
	Help Desk	Julie VanBeekum	Public Safety	Low Closed	TTR Missed: No	0.54
INC000000633031	Mark Panos	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.07

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INC000000633032	Stephanie Schouten	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.06
INC000000633097	Wendy May	Application	Error	Google Chrome		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633120	Denise Spillman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.39
INC000000633199	Anita Tanner	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.19
INC000000633255	Ronda Nottoli	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633271	Roger Jensen	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000633330	Nick Bowles	Hardware	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633333	Matt Spillman	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633359	Sandra Pratt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633381	Connie Simper	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633437	Linda Petty	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633461	Brent Wagstaff	Application	Error	Employee Gateway		TIR Missed: No	0.16
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.16
INC000000633495	Alan Nygard	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633526	Josh Holbrook	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633763	Randy Tallington	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633777	Jalaine Hawkes	Application	Reporting	None		TIR Missed: No	0.41
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.41
INC000000633785	Lance Tyler	EIS Hardware	None	None		TIR Missed: No	0.41
	Strategic Communications	Dennis Rogers	Public Safety	Low	Closed	TTR Missed: No	3.23

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INC000000633812	Kyleen Hoover	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000633825	Shawn Judd	Application	Error	Gmail		TIR Missed: No	0.15
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	0.90
INC000000633828	Kaab Malik	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634036	John Crofts	Network	Error	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	3.29
INC000000634042	Gary Olson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634136	Bobby Wilde	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634175	Rey Thompson	None	None	None		TIR Missed: No	0.66
	Campus Networking	Tim King	Public Safety	Low	Closed	TTR Missed: No	5.57
INC000000634177	Latonya Heaton	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634179	Mindy Lindquist	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.20
INC000000634187	Lynda Bishop	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634223	Carlynn Scott	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634258	Nolan Mitchell	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634465	Michelle Hunt	EIS Hardware	None	None		TIR Missed: No	0.27
	Strategic Communications	Dennis Rogers	Public Safety	Low	Closed	TTR Missed: No	3.34
INC000000634470	Brent Wagstaff	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634479	Brent Wagstaff	Application	Password	Utah Master Directory		TIR Missed: No	0.16
	Help Desk	James Stearns	Public Safety	Low	Closed	TTR Missed: No	0.16
INC000000634527	Whitney Liddiard	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634541	Crystal Wallis	Application	Error	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03

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INC000000634588	Marge Dalton	Print/Copy/Scan/Fax	Error Code	Telephone		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.42
INC000000634607	Alicia Gleave	Application	Error	FATPOT		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Public Safety	Low	Closed	TTR Missed: No	
INC000000634665	Laurie Hytry	None	None	None		TIR Missed: No	0.22
	Capitol Hosting	Mycah Mattox	Public Safety	High	Closed	TTR Missed: No	0.44
INC000000634722	Lucy Petersen	None	None	None		TIR Missed: No	0.09
	Capitol Hosting	Patrick Funk	Public Safety	High	Closed	TTR Missed: No	0.26
INC000000634723	Lucy Petersen	None	None	Content Manager		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634724	Tera Frank	None	None	Content Manager		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634760	Florine Tapaha	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634768	Lucinda Martin	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634788	Debbie Clark	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634848	Brent Wagstaff	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634859	Susan Thomas	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634921	Randy Tallington	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634934	Shauna Torgerson	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634939	Teri Carter	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000634975	Gabe Sharp	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	5.72
INC000000634978	John Holt	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000635062	Kris Hamlet	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.34

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INC000000635067	Kathy Quarnberg Rural South Desktop Support	PC/Laptop Joel Finlinson	Hardware Public Safety	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635126	Jennifer Bode Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635136	Todd Royce Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635148	Margaret Howells Metro C Help Desk	Network Cindy Romrell	Password Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635222	Taylor Coons Metro C West Desktop Support	None Tyson Wall	None Public Safety	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635366	Kimberly Giles Capitol Desktop Support	PC/Laptop Joshua Furgason	Hardware Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635393	John Holt Strategic Communications	EIS Hardware Dennis Rogers	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 4.50
INC000000635400	John Holt Strategic Communications	EIS Hardware Dennis Rogers	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.02
INC000000635414	Andrew Robinson Metro C Help Desk	Application Cindy Romrell	Error Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635420	Ellen Obray Capitol Hosting	Application Jake Vandenberghe	Error Public Safety	Student Drivers Certificate Low	Closed	TIR Missed: No TTR Missed: No	0.68 5.85
INC000000635440	Kyleen Hoover Capitol Hosting	Server Mike Tyrrell	Error Public Safety	None High	Closed	TIR Missed: No TTR Missed: No	0.27 0.37
INC000000635441	Alicia Williams Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635506	Sterling Clark Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635513	Linda Allen Metro C West Desktop Support	PC/Laptop Brian Bobo	Error Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.47 0.53
INC000000635532	Cody Dunn Metro C Help Desk	Application Bill Hall	Password Public Safety	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000635650	Diane Norton Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000635844	Bill Parkin Metro C Hosting	None Caleb Pryor	None Public Safety	None Medium	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000635875	Lucy Petersen	None	None	None		TIR Missed: No	0.10
	Capitol Hosting	Joe Benson	Public Safety	High	Closed	TTR Missed: No	0.29
INC000000635965	Shirley Jones	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000635972	Kristine Kirkland	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636011	Bonnie Higgins	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636019	Anita Tanner	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636030	Landon Garrick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636049	Sheeyee Moua	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.42
INC000000636051	Pam Olsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636065	Miya Finney	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636074	Scott McDaniel	Application	Error	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000636075	Rhonda Treptow	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636085	Ron Hindmarsh	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636139	Nancy Hess	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636146	Lillette Day	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.46
INC000000636154	Kathy Quarnberg	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636170	Miya Finney	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.25
INC000000636185	Barton Blair	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.02

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INC000000636195	Linda Reschke	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.23
INC000000636211	Amanda Ivie	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03
INC000000636286	Michelle Hunt	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636288	Daniel Fuhr	None	None	Google Chrome		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636381	Patrice Thomas	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.81
INC000000636382	Bianca Velasquez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Joshua Furgason	Public Safety	Low	Closed	TTR Missed: No	0.29
INC000000636446	Brent Wagstaff	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.50
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.50
INC000000636469	Brent Wagstaff	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636505	Tara Behunin	Application	Reporting	None		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.28
INC000000636680	Chantell Skiby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636704	Pam Jorgenson	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636751	Jennifer Donleavy	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000636815	Michelle Hunt	EIS Hardware	None	None		TIR Missed: No	0.23
	Strategic Communications	Dennis Rogers	Public Safety	Low	Closed	TTR Missed: Yes	10.25
INC000000636824	Alyfha Kowalczyk	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.08
INC000000636829	Rhonda Treptow	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.04
INC000000636840	Amisha Lester	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.05
INC000000636861	Louize Smith	Application	Reporting	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.03

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INC000000636888	Joshua Cox	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000636937	Joshua Cox	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.03
INC000000636938	Dale Nielson	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000636962	Cherri Dare	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637047	Kathy S Wilcox	Application	Reporting	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.71
INC000000637084	Judy Hammouri	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.25
INC000000637130	Stephen Bevan	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637142	Anna Boynton	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Closed	TTR Missed: No	0.98
INC000000637177	Judy Harvey	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.02
INC000000637241	Adam Gibbs	Application	Error	Gmail	TIR Missed: No	0.50
	Help Desk	Vicky Marrelli	Public Safety	Low Closed	TTR Missed: No	0.83
INC000000637381	Marcie Eaton	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637493	Jay Henry	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637526	Shelly Peterson	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637563	Paula Schon	None	None	None	TIR Missed: No	0.14
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Closed	TTR Missed: No	1.79
INC000000637577	Sherawn Roberts	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637595	Warren Jones	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637635	Sherri Thorsen	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000637654	Barry Carnahan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637759	Shelley Walker	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637911	Alyfha Kowalczyk	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637934	Janet Thompson	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000637956	Richard Richins	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.07
INC000000637969	Ralph Earl	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000638036	Michael Cook	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000638041	Brian Spillman	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000638149	Jake Unguren	Application	None	Gmail	TIR Missed: No	0.40
	Application Services	Dustin Crump	Public Safety	Low Closed	TTR Missed: No	0.43
INC000000638156	Bunny Gooch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000638184	Michael Miller	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000638203	Miya Finney	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000638212	Barry Carnahan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000638236	Boyd Cook	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Public Safety	Low Closed	TTR Missed: No	0.70
INC000000638250	Devin Rose	Application	Reporting	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.40
INC000000638255	James Martin	Application	Reporting	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.37
INC000000638257	Jason Jensen	Application	Reporting	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.33

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INC000000638276	Terra Moyer Metro C Help Desk	Application Bill Hall	Reporting Public Safety	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000638277	Joe Dougherty Application Services	Application Martin Gonzalez	None Public Safety	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.66
INC000000638341	Sueann Crowley Rural Central Desktop Support	PC/Laptop Jay Barfuss	Hardware Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000638358	Adam Gibbs Help Desk	Application Eileen Dubach	Password Public Safety	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.95 1.21
INC000000638392	Shelley Crown Strategic Communications	EIS Hardware Dennis Rogers	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.31 8.32
INC000000638453	Jason Ricks Application Services	Application Dustin Crump	Error Public Safety	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: No	5.73 5.73
INC000000638517	John Holt Metro C Help Desk	Application Cindy Romrell	Error Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000638519	Amanda Ivie Metro C Help Desk	Application Cindy Romrell	Error Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000638619	Amanada Yelli Metro C West Desktop Support	None Tyson Wall	None Public Safety	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000638696	Denise Spillman Capitol Desktop Support	PC/Laptop Paul Ross	None Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.67 1.70
INC000000638701	Anita Tanner Metro C Help Desk	Application Bill Hall	Password Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.89
INC000000638717	Nichole J Rilk Metro C Help Desk	Application Bill Hall	Error Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.67
INC000000638745	Frank Parker Metro C Help Desk	Print/Copy/Scan/Fax Bill Hall	Incident Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.18
INC000000638754	Diane Norton Metro C West Desktop Support	None Tyson Wall	None Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000638848	Lesli Hughes Help Desk	Application James Stearns	Password Public Safety	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000638865	Devin Rose Metro C Help Desk	Application Bill Hall	Reporting Public Safety	FATPOT Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.35
INC000000638900	Sally Lundgreen Rural North Desktop Support	PC/Laptop Kim Ratushniak	Error Public Safety	None Low	Resolved	TIR Missed: No TTR Missed: No	0.33 0.40

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INC000000638957	Rocio Huizar	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000639008	Margaret Kettle	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.02
INC000000639054	Emma Garcia	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000639076	Christine Larsen	Application	None	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000639122	Wendy Lister	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000639167	Justin Masin	Network	Performance	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.04
INC000000639182	Preston Hurst	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.07
INC000000639272	Lance Tyler	None	None	None		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000639305	Laurie Hytry	None	None	None		TIR Missed: No	0.00
	Help Desk	Gerard Russell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000639319	Rick Shrader	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.07
INC000000639320	Cameron Fawson	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000639338	Chad Hecker	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.11
INC000000639339	Aiveni Taufa	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.16
INC000000639367	Jared Taylor	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.20
INC000000639414	Emma Garcia	Application	Password	Utah Master Directory		TIR Missed: Yes	1.33
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	1.33
INC000000639421	Marcie Eaton	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000639422	Teresa Paredes-Pozas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000639430	Michael Nanney	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000639454	Becky McDaniel	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000639675	Joe Kros	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000639696	Teresa Paredes-Pozas	PC/Laptop	Performance	None	TIR Missed: No	0.34
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.07
INC000000639699	Wendy Todd	Application	Reporting	Gmail	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.05
INC000000639734	Claudia K Taylor	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000639738	Shellie Adams	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.76
INC000000639826	Amisha Lester	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low Resolved	TTR Missed: No	1.01
INC000000639872	Ryan Barney	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000640016	Staci Parry	Application	Password	Utah Master Directory	TIR Missed: No	0.18
	Help Desk	Brenda Treadway	Public Safety	Low Resolved	TTR Missed: No	0.18
INC000000640033	Derrick Gallegos	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.14
INC000000640036	Judy Harvey	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.10
INC000000640073	Monica Joffs	Telecom	None	Telephone	TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low Resolved	TTR Missed: No	0.14
INC000000640087	Brody Wintle	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.87
INC000000640210	Dale Nielson	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000640314	Mindy Harbrecht	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.18
INC000000640327	Ralph Earl	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.10

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INC000000640334	Marge Dalton	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000640390	Marge Dalton	Network	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.97
INC000000640411	Alyssa Moody	Telecom	None	None		TIR Missed: No	0.23
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.31
INC000000640482	Sandra Pratt	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.66
INC000000640527	Ralph Earl	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.17
INC000000640529	Judy Hammouri	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.14
INC000000640531	Tara Zamora	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.09
INC000000640532	Tara Zamora	Application	None	Gmail		TIR Missed: No	0.62
	Application Services	Danielle Hood	Public Safety	Low	Resolved	TTR Missed: No	0.99
INC000000640535	Jeffery Haycock	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Public Safety	Low	Resolved	TTR Missed: No	
INC000000640544	Kalee sylvester	Network	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000640570	Tawna Gutierrez	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000640578	Cindy Kobs	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.94
INC000000640600	Trisha Solvason	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.65
INC000000640610	Denise Spillman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640617	Alysha Kowalczyk	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640664	Alysha Kowalczyk	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.49
INC000000640681	Sherawn Roberts	PC/Laptop	Performance	Persystent Suite		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.26

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INC000000640691	Matthew Beaudry	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	1.93
INC000000640692	Iris Rich	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	2.55
INC000000640736	Scott McDaniel	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640746	Kevin Nielson	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.15
INC000000640797	Ralph Earl	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640809	Scott McDaniel	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640812	Lenna Reed	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640888	Brian Koch	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640904	Carol Bagshaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640920	Jessie Viramontes	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640925	Sheila Case	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000640980	Monica Borge	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.49
INC000000640989	Alysha Kowalczyk	Application	None	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641021	Ellen Obray	Application	Error	Student Drivers Certificate		TIR Missed: No	0.39
	Capitol Hosting	Jake Vandenberghe	Public Safety	Medium	Resolved	TTR Missed: No	0.39
INC000000641044	Bo Smith	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641055	Lucinda Martin	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641273	Spencer Johnston	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000641323	Randy Harward	EIS Hardware	None	None		TIR Missed: No	0.27
	Strategic Communications	Luis Larios	Public Safety	Low	Resolved	TTR Missed: No	0.27
INC000000641339	Jacob Jackson	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.55
INC000000641341	Amanda Peters	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Public Safety	Low	Resolved	TTR Missed: No	0.66
INC000000641418	Stephen Bevan	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.48
INC000000641444	Ethan Davie	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000641453	Anna Boynton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.20
INC000000641527	Brenda Mosuela	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641530	Valerie Garrett	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641550	Ralph Earl	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641551	David Pearson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641571	Carolyn J Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641595	Joseph Snyder	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.53
INC000000641623	Lynne Criddle	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641654	Melanie Monroe	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000641847	Claudia K Taylor	Application	Reporting	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.50
INC000000642085	Clay Morgan	Application	Reporting	Gmail		TIR Missed: Yes	2.57
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	2.57
INC000000642095	Nohemi Torres	Application	Password	Utah Master Directory		TIR Missed: Yes	2.80
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	2.80

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INC000000642132	Leonard G Brown	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642135	Ken Miles	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642138	Sharon Harward	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642148	Leonard G Brown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642163	Elizabeth Powell	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642165	Debbie Clark	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642218	Sandra Pratt	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642284	Erin Nixon	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642286	Roger Jensen	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642343	Jacob Jackson	Application	Error	Utah Master Directory	TIR Missed: No	0.04
	Help Desk	Julie VanBeekum	Public Safety	Low Resolved	TTR Missed: No	0.46
INC000000642394	Susan Olsen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.29
INC000000642413	Mike Riley	None	None	None	TIR Missed: No	0.00
	Enterprise Security	Garry Gregson	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642423	Susan Romano	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000642482	Gabby Macconaghy	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.28
INC000000642572	Whitney Liddiard	None	None	Gmail	TIR Missed: Yes	4.11
	Application Services	Danielle Hood	Public Safety	Low Resolved	TTR Missed: Yes	7.35
INC000000642622	Jody Richins	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.13
INC000000642693	Jeff Lettow	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.76

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INC000000642861	Jill Fraughton	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000642899	Katie Cooke	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.05
INC000000642925	Tiphane Clark	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000642936	Stephen Bevan	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.12
INC000000643014	Mayland Layton	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643046	Kim Passey	Application	Reporting	Active Directory		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.60
INC000000643053	Shellie Adams	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.53
INC000000643066	Jimmy Higgs	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: Yes	15.23
INC000000643102	Wendy Todd	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.79
INC000000643126	Susan Olsen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643335	Rose Olsen	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643337	Alyssa Moody	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643338	Dwayne Baird	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643340	Keith Squires	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643359	Denise Spillman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.21
INC000000643396	Judy Ainsworth	Application	Error	Gmail		TIR Missed: No	0.09
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.48
INC000000643404	Judy Ainsworth	PC/Laptop	Performance	None		TIR Missed: No	0.22
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.40

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INC000000643477	Jim Matthies	None	None	None		TIR Missed: Yes	1.49
	Capitol Hosting	Myciah Mattox	Public Safety	Medium	Resolved	TTR Missed: No	1.49
INC000000643642	Leonard G Brown	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643664	Tiphane Clark	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643709	Sandra Pratt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643725	Staci L Parry	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643733	Kim Passey	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643742	Rey Thompson	Application	None	Gmail		TIR Missed: No	0.69
	Application Services	Martin Gonzalez	Public Safety	Low	Resolved	TTR Missed: No	0.78
INC000000643745	Sandra Pratt	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643808	Tonya Fischer	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643826	Clay Morgan	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.09
	Application Services	Danielle Hood	Public Safety	Low	Resolved	TTR Missed: No	2.05
INC000000643829	Robb Telford	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643879	Miya Finney	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000643990	Denise Spillman	None	None	None		TIR Missed: No	0.15
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	2.31
INC000000644019	Cindee Mikesell	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000644163	Ashten Barber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000644243	Lynne Criddle	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.75
INC000000644394	Kimberly Coulter	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000644412	Lisa Hamilton	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000644452	Kimberlee Barnes	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000644461	Jake Reary	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000644522	Leona Cover	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.07
INC000000644544	Randy Harward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000644556	Peggy Bowden	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.25
INC000000644705	Whitney Liddiard	Application	Password	Utah Master Directory		TIR Missed: No	0.40
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.95
INC000000644706	Whitney Liddiard	Application	Password	Utah Master Directory		TIR Missed: No	0.40
	Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.97
INC000000644717	Whitney Liddiard	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000644829	Josh Holbrook	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00